

**MEDICAL ALERT PROGRAM TERMS AND CONDITIONS:**

Certain medical conditions make it favorable to have continual access to the City of Newton utility services. The City of Newton does allow a Medical Alert Program, which offers eligible customers with certain medical qualifications to have additional notification prior to disconnection of their utility services in cases of nonpayment and delinquency.

Upon receipt of this signed form, the completed application for the Medical Alert Program, and supporting documentation from your Medical Provider, the City of Newton staff will review your case to determine eligibility. Several aspects may affect eligibility along with payment history, credit within the billing system, and medical condition.

If eligibility is determined, you will be notified by staff of Customer Service. Your account will be updated to reflect the Medical Alert Program; and, in the event of potential disconnection of your utility services for nonpayment, you will be provided additional prior notification.

If your services are interrupted due to nonpayment, the account balance will need to be paid in full prior to reconnection of services.

In order to maintain status on the Medical Alert Program, customers must submit a new signed Medical Alert Terms and Conditions form and updated supporting documentation from your Medical Provider annually.

Today's Date: \_\_\_\_\_ Account Number: \_\_\_\_\_

Service Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

I understand that I am obligated to pay my monthly utility bill by the due date and failure to make timely payments may result in interruption of service. I also understand I am not guaranteed uninterrupted utility service.

Customer's Signature: \_\_\_\_\_

By completing the above form, you are requesting to have your utility account reviewed for possible Medical Alert Program qualification. This form must be submitted along with supporting documentation from your Medical Provider.

For your convenience you may submit this signed, completed form along with supporting documentation from your Medical Provider by either:

1. Faxing to the City of Newton at (828) 465-7419, or
2. Mailing to the City of Newton, P O Box 550, Newton NC 28658, or
3. Via e-mail at [customerservice@newtonnc.gov](mailto:customerservice@newtonnc.gov). We can take care of this service for you via e-mail as long as we have the (scanned) signature on the disconnection form.
4. To expedite disconnection, you can also bring the completed, signed form into City Hall to the Customer Service Department, Cashier or Receptionist for your convenience.